BlackBerry Enterprise Server for Novell GroupWise

Version: 5.0 | Service Pack: 1

Release Notes

BlackBerry

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Product information

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Do not use the Back, Forward, or Refresh buttons in your web browser when using the BlackBerry® Administration Service, BlackBerry Monitoring Service, or BlackBerry® MDS Application Console, because this might have an unexpected impact on the settings you configure.

Research In Motion® has de-emphasized support for BlackBerry® Instant Messaging for Microsoft® Office Live Communications Server 2005 for Windows® Messenger users. Research In Motion does not plan to release new versions of the BlackBerry Instant Messaging Connector or collaboration client for Windows Messenger.

If your organization creates its own SSL certificate so that the BlackBerry® Enterprise Server can communicate with the Novell® GroupWise® messaging server using HTTPS, the BlackBerry Messaging Agent writes the 12045 error message to its log file and might not perform as expected. To resolve this issue, perform the following actions:

1. In the Windows® Services, stop the BlackBerry Controller.
2. Import the certificate as a trusted root certification authority to the certificate store of the Windows® Internet Explorer® on the computer.
3. In the Windows Services, start the BlackBerry Controller and restart the BlackBerry Mail Store Service.

Unsupported features

BlackBerry® Enterprise Server 5.0 SP1 for Novell® GroupWise® does not support the following features:

- Novell GroupWise 7.0
- Hosted BlackBerry services
- S/MIME functionality

Information about Novell GroupWise 7 support

2

The following notification is intended to announce the upcoming supportability changes for the BlackBerry® Enterprise Server for Novell® GroupWise® 5.0 SP1 release.

After consultation with Novell, Research In Motion will be focusing development and certification efforts for the BlackBerry Enterprise Server for Novell GroupWise 5.0 SP1 release against Novell® GroupWise® 8.0 and higher.

RIM made this decision based on the following criteria:

- Novell has stated that they will be concentrating their development efforts and fixes on the Novell GroupWise 8.0 and higher platform.
- Novell has strongly recommended that RIM should only integrate to Novell GroupWise 8.x using the advocated SOAP interface in order to ensure the best performance and stability with the BlackBerry Enterprise Server for Novell GroupWise.
- Novell is also projecting that the majority of their customers will soon be using the Novell GroupWise 8.x platform.

RIM will continue to support BlackBerry Enterprise Server for Novell GroupWise 4.1.x as indicated in RIM's standard policy.

New in this release

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Feature	Description
BlackBerry® Administration Service	The BlackBerry Administration Service is a web application that connects to the BlackBerry Configuration Database. You can use the BlackBerry Administration Service to manage the BlackBerry Domain, which includes user accounts and features that you can use to control BlackBerry devices. The BlackBerry Domain consists of a single BlackBerry Configuration Database and all of the BlackBerry® Enterprise Server instances that use it. The BlackBerry Administration Service replaces the BlackBerry Manager as the administration console for the BlackBerry Enterprise Server and BlackBerry Enterprise Server components.
BlackBerry® MDS Application Console	The BlackBerry MDS Application Console is a web-based administration console that you can use to manage BlackBerry® MDS Runtime Applications and BlackBerry Browser Applications that are located in the BlackBerry MDS Application Repository. You can use the BlackBerry MDS Application Console to send requests to a BlackBerry MDS Integration Service to install or update BlackBerry MDS Runtime Applications and BlackBerry Browser Applications on BlackBerry devices, or to remove the applications from BlackBerry devices. You install the BlackBerry MDS Application Console when you install the BlackBerry MDS Integration Service. The BlackBerry MDS Application Console supports BlackBerry MDS Integration Service 5.0 or later.
BlackBerry Monitoring Service	The BlackBerry Monitoring Service is a web-based application that is designed to help you monitor your organization's BlackBerry Domain. You can use the BlackBerry Monitoring Service to troubleshoot issues and monitor the health of your organization's BlackBerry Domain proactively. The BlackBerry Monitoring Service performs the following actions: • monitors up to 57 weeks of data • monitors a data attribute of BlackBerry Enterprise Server components or BlackBerry device users by rate • monitors the connection status of BlackBerry Enterprise Server components • generates appropriate thresholds that you can use to monitor BlackBerry Enterprise Server components and BlackBerry device users automatically • monitors remote BlackBerry Enterprise Server components

Feature	Description
	• uses maintenance windows for thresholds or BlackBerry Enterprise Server instances • displays diagnostic information for BlackBerry devices in the BlackBerry Monitoring Service console • displays data attributes for the BlackBerry Configuration Database such as index fragmentation, the file size of transaction logs, and the file size of data logs in the Database component page.
BlackBerry® Web Desktop Manager	The BlackBerry Web Desktop Manager is a web application that permits users to manage their BlackBerry devices. For example, users can activate BlackBerry devices, back up and restore data, select messaging options, and synchronize data. The BlackBerry Web Desktop Manager includes the BlackBerry® Device Manager.
Attachment support for the .wma file format	The BlackBerry Attachment Service now supports the .wma audio file format.
BlackBerry® device dashboard	You can use the BlackBerry device dashboard to access the BlackBerry Monitoring Service from BlackBerry devices. You can view alarms, messages, and the status of BlackBerry Enterprise Server instances and BlackBerry Enterprise Server components.
BlackBerry Enterprise Server high availability	BlackBerry Enterprise Server high availability consists of a minimum of two BlackBerry Enterprise Server instances and the BlackBerry Configuration Database replicated across two database servers. High availability is designed so that no single point of failure exists in the BlackBerry® Enterprise Solution that could stop the messaging and application data flow to and from BlackBerry devices.
Changes to the BlackBerry Configuration Database schema	BlackBerry Enterprise Server 5.0 SP1 contains changes to the BlackBerry Configuration Database schema. The changes occur in the following files: • 4.5\UpgradeV20070831.sql • 4.5\UpgradeV20071010.sql • 4.5\UpgradeV20071030.sql • 4.5\UpgradeV20080715.sql • 5.0\UpgradeV20090122.sql • 5.0\UpgradeV99990101.sql • 5.0.1\UpgradeServerConfigForBASConfigTool.sql • 5.0.1\UpgradeV20090122.sql • 5.0.1\UpgradeV99990101.sql

Feature	Description
Changes to the BlackBerry MDS Connection Service	The BlackBerry MDS Connection Service can now perform the following actions: • send Scalable Vector Graphics (SVG) that are not transcoded to BlackBerry devices that run BlackBerry® Device Software that support native Scalable Vector Graphics (SVG) • use the cache-control no-transform header of HTTP/1.1, which permits the BlackBerry MDS Connection Service to process content without transcoding it • authenticate with content servers using NTLMv2
DSML support	You can configure the BlackBerry MDS Connection Service to use DSML to search for and retrieve certificates from DSML certificate servers.
Enrolling certificates over the wireless network	You can configure the BlackBerry Enterprise Server to permit BlackBerry devices to enroll certificates over the wireless network. Permitting BlackBerry devices to enroll certificates is an alternative to instructing users to send the certificates to themselves in an email message or using the certificate synchronization tool in the BlackBerry® Desktop Software.
Follow-up flag on email messages	Users with BlackBerry devices that are running BlackBerry Device Software 5.0 or later can flag email messages on their BlackBerry devices.
Forward calendar entries	Users with BlackBerry devices that are running BlackBerry Device Software 5.0 or later can forward meeting invitations and calendar entries from their BlackBerry devices.
Full support for Novell® GroupWise® Web Services	All BlackBerry Enterprise Server components that must connect to the Novell GroupWise messaging server can connect using the Novell GroupWise Web Services.
High availability for a distributed environment	If you install multiple BlackBerry Enterprise Server components on different computers to create a distributed environment, you can configure the components for high availability. High availability for a distributed component requires that you install two or more instances of the component in your organization's environment. When an instance stops responding, the other instances can take over.
Improved log file information so that you can troubleshoot issues for the BlackBerry Attachment Service	The logs files for the BlackBerry Attachment Service contain more information in BlackBerry Enterprise Server 5.0 SP1 than they did in previous versions. You can now test audio attachments in the BlackBerry Configuration Panel using the same method that you use to test documents and images so that you can troubleshoot issues.

Feature	Description
Language support	The BlackBerry Enterprise Server is available in English, French, German, Italian, and Spanish. You can select a language before you log in to the BlackBerry Administration Service or BlackBerry Monitoring Service.
Manage personal folders	Users with BlackBerry devices that are running BlackBerry Device Software 5.0 or later can add, delete, move, and rename personal folders from their BlackBerry devices.
New IT policy rules	For information about new IT policy groups and IT policy rules, visit www.blackberry.com/go/serverdocs to see the *BlackBerry Enterprise Server Policy Reference Guide*.
New method for installing and managing the BlackBerry Device Software and BlackBerry Java Applications	You can use the BlackBerry Administration Service to install and manage the BlackBerry Device Software and BlackBerry Java Applications on BlackBerry devices. In the BlackBerry Administration Service, you create software configurations to specify the versions of the BlackBerry Device Software and BlackBerry Java Applications that you want to install or update on BlackBerry devices or remove from BlackBerry devices. You also use software configurations to specify which applications are required, optional, or not permitted on BlackBerry devices. When you create a software configuration, you must also specify whether users can install applications that are not listed in the software configuration on their BlackBerry devices. When you add a BlackBerry Java Application to a software configuration, you must assign an application control policy to the application to specify what resources the application can access on BlackBerry devices. If you permit users to install unlisted applications, you must create an application control policy for unlisted applications that specifies what resources the applications can access on BlackBerry devices. If you assign more than one software configuration to a user account, all of the settings in the multiple software configurations are applied to the BlackBerry device. The BlackBerry Enterprise Server resolves conflicting settings using predefined reconciliation rules and prioritized rankings that you can specify using the BlackBerry Administration Service. For more information about installing and managing the BlackBerry Device Software on BlackBerry devices, visit www.blackberry.com/go/serverdocs to see the *BlackBerry Device Software Update Guide*.

Feature	Description
Support for database mirroring	If your organization uses Microsoft® SQL Server® 2005 SP2 or later, you can configure database mirroring. Database mirroring requires a principal database, mirror database, and, optionally, a witness. Although the BlackBerry Enterprise Server can contact the mirror database, it opens active connections to the principal database only. If the principal database stops responding, the BlackBerry Enterprise Server opens an active connection to the mirror database automatically. Database mirroring provides fault tolerance for the BlackBerry Enterprise Solution.
Support for importing Wi-Fi® profiles and VPN profiles from a file	You can add, delete, or update the Wi-Fi profiles and VPN profiles that you assign to user accounts by importing a .csv file.
Support for .odp files .ods files, .odt files, and .ott files on BlackBerry devices	The BlackBerry Attachment Service supports .odp files, .ods files, .odt files, and .ott files with limitations. After you upgrade the BlackBerry Enterprise Server, you must add these attachment formats to the BlackBerry Enterprise Server manually so that the BlackBerry Attachment Service can process these files. For more information, visit www.blackberry.com/go/serverdocs to see the *BlackBerry Enterprise Server Upgrade Guide*.
Support for Microsoft SQL Server 2005 Express Edition	BlackBerry Enterprise Server 5.0 SP1 supports Microsoft SQL Server 2005 Express Edition. The setup application can install Microsoft SQL Server 2005 Express Edition if your organization's environment does not already include a database server.
Support for Microsoft® SQL Server® 2008	The BlackBerry Enterprise Server supports Microsoft SQL Server 2008. You can configure database mirroring or transactional replication to provide high availability for the BlackBerry Configuration Database and BlackBerry MDS Integration Service database.
Support for new BlackBerry® Browser Applications	BlackBerry Enterprise Server 5.0 SP1 supports the following types of BlackBerry Browser Applications: • browser channel push applications: An icon displays on the Home screens of BlackBerry devices to indicate whether users viewed the latest version of the web content that the Browser Push Engine pushed to the BlackBerry devices. • browser cache push applications: The Browser Push Engine pushes web content to the cache of the BlackBerry Browser on BlackBerry devices. To view the web content, users browse to the appropriate web address using the BlackBerry Browser. • browser message push applications: A message appears in the message list on BlackBerry devices to provide a link to new or updated web content.

Feature	Description
	For more information about developing and customizing BlackBerry Applications, visit www.blackberry.com/developers.
Support for notification messages over HTTPS for BlackBerry® MDS Runtime Applications	If you install BlackBerry MDS Runtime Applications that support notification messages over HTTPS, you can configure the BlackBerry MDS Integration Service and the notification client to support notification messages over HTTPS. For more information, visit www.blackberry.com/go/serverdocs to see the *BlackBerry Enterprise Server Administration Guide*.
Support for Windows® Internet Explorer® 8	You can use Windows Internet Explorer 8 to access the BlackBerry Administration Service, BlackBerry Monitoring Service console, and the BlackBerry MDS Application Console.
Support for Windows Server® 2008	BlackBerry Enterprise Server 5.0 SP1 supports Windows Server 2008.
View and manage personal address books	Users with BlackBerry devices that are running BlackBerry Device Software 5.0 or later can view personal address books on their BlackBerry devices and change contact information. Users can specify which address books that they want to synchronize to their BlackBerry devices using the BlackBerry® Desktop Manager or BlackBerry Web Desktop Manager. You can limit the number of address books that users can synchronize to their BlackBerry devices.

Fixed in this release

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Activation issues fixed in this release

You could not activate BlackBerry® Connect™ 4.0 devices. (SDR 179376, SDR 169257)

If you set the expiry time for an enterprise activation password to less than 48 hours (the default), the BlackBerry Messaging Agent cleared the password from the BlackBerry Configuration Database within a few seconds after you set the password. Users received an error message when they tried to activate their BlackBerry devices. (SDR 171446)

BlackBerry Attachment Service issues fixed in this release

In certain circumstances, the BlackBerry® Attachment Service could not open a Microsoft® Excel® document, and the BlackBerry device displayed an error message. (SDR 351102)

If a user tried to open a .wma message attachment on the device, the attachment did not open, and an "unrecognized document format" error message displayed on the device. (SDR 300174)

If a user received a message on the device that contained a Microsoft Excel (.xls) attachment that contained dates formatted in Chinese text, when the user viewed the file, the dates displayed as numbers or did not display. (SDR 272080)

BlackBerry Client for IBM Lotus Sametime issues fixed in this release

The Help screen did not display correctly if the user was running BlackBerry® Device Software 4.7.0 or higher. (DT 355485)

If a user transferred a .wpd file, the recipient received a file transfer message that displayed for approximately 10 minutes followed by a message stating that the sender canceled the file transfer and the sender's screen displayed a message stating that the receiver did not accept the file transfer. (DT 348861)

If a user transferred a file and selected the Optimize checkbox, the recipient could not use the Download File option. (DT 348820)

In the localized versions of the client, the word "participants" at the top of the conversation window was not translated. (DT 346625)

In the Japanese version of the client, if a user added an emoticon in a conversation when the input language was set to Japanese, the emoticon appeared as text on the sender's BlackBerry device. (DT 345573)

In the Help screen, the Return link did not work. (DT 345478)

In the localized versions of the client, the file transfer message was not translated from English into French, German, Italian, or Spanish. (DT 344521)

In the French version of the client, the Related Information, Contents, and Return fields in the Help screen was not translated into French. (DT 344410)

In a conference, the number of participants that appeared in the Participants field on the device did not match the number of participants that appeared in the Participants field on the computer. (DT 291521)

The status icon for the client did not show the user's updated status on the device if the user signed in to the client on another device. (DT 238151)

In certain circumstances, the Send File option in the IBM Lotus Sametime application on a user's computer was greyed out during a conversion with the BlackBerry® Client for IBM® Lotus® Sametime®. (DT 230037)

If a user transferred a .pdf file and selected the Optimize checkbox, the device displayed a blank screen if the recipient tried to view the file as an image. (DT 166132)

The BlackBerry Client for IBM Lotus Sametime 2.1.18 permitted users to create custom status messages with no status text entered. (SDR 302901)

Users could not create a personal group named "Test" or "Users". (SDR 253466)

If a user invited another user to a meeting using the IBM Lotus Sametime application on their computer, and the recipient declined the invite using the BlackBerry Client for IBM Lotus Sametime 2.1.18, the recipient could not receive additional invitations to the same meeting using the BlackBerry Client for IBM Lotus Sametime. (SDR 194043)

In certain circumstances, the BlackBerry Collaboration Service experienced a memory leak. (SDR 191616, CHD 353257)

If a device user added an instant messaging contact to the contact list using the BlackBerry Client for IBM Lotus Sametime 2.1.18, the New Address screen was not populated with the correct information. (SDR 177400)

The incorrect time was displayed on the View Person's Info screen when using using the BlackBerry Client for IBM Lotus Sametime 2.1.18. (SDR 174697)

The presence notification was turned off if a user logged in to the IBM Lotus Sametime application on their computer, and then logged in to the BlackBerry Client for IBM Lotus Sametime 2.1.18 on the device. (SDR 69400)

BlackBerry Client for use with Microsoft Office Live Communications Server 2005 issues fixed in this release

If a user added a Windows Live™ Messenger contact to the contact list, the Windows Live Messenger contact appeared offline. (SDR 295920)

BlackBerry Client for use with Microsoft Office Communications Server 2007 issues fixed in this release

If a user added a contact to the contact list and selected a folder other than the default folder to add the contact to, the client added the contact to the default folder. (DT 355495)

The Help screen did not display correctly if the user was running BlackBerry® Device Software 4.7.0 or higher. (DT 355485)

In the localized versions of the client, the word "participants" at the top of the conversation window was not translated. (DT 346625)

In the Help screen, the Return link did not work. (DT 345478)

If a user wanted to set a custom status, the user might have needed to manually delete the text from a previous custom status message before typing a new custom status message. (DT 344828)

If a user added a contact to the contact list and cleared the Add to contact list option on the Add Request screen, the contact was added to the contact list. (DT 166475)

If a user specified a custom location that met the character limit of the Location field (approximately 256 characters), the user could no longer specify their current location. (SDR 304881)

If a user deleted a blocked contact, the blocked contact might have remained in the contact list. When the user logged out, and then logged back in to the client, the user received an add request for the contact that they deleted. (SDR 304781)

A user could send messages to a blocked contact if the user had an existing conversation with the contact. (SDR 304713)

If a user sent a message to an invalid contact, the error message "Failed to execute your last action" displayed. The error message did not specify that the contact did not have a valid ID or that the contact might reside in an external domain. (SDR 303950)

In certain circumstances, if a user had AOL® contacts on their contact list, the user could not log in to the BlackBerry Client for use with Microsoft Office Communications Server 2007. (SDR 300871)

In certain circumstances, the BlackBerry Collaboration Service experienced performance issues. (SDR 287243)

In certain circumstances, after a user deleted a contact from the contact list, the user received an add request for a contact the next time the user logged in to the client. (SDR 302669, SDR 281795)

Users could not log in to the BlackBerry Client for use with Microsoft Office Communications Server 2007 if their user name was in the following format: <domain_name>\<user_name>, and if the Microsoft® Active Directory® domain name was different from the SIP domain name. (SDR 279862)

When using Windows® NTLM authentication, an error occured if two or more users tried to log in to the BlackBerry Client for use with Microsoft Office Communications Server 2007, or if one user logged out, and then quickly logged in. (SDR 257764)

Personal notes were not displayed in the BlackBerry Client for use with Microsoft Office Communications Server 2007 if they contained special characters (for example, è, é, or $). (SDR 251895)

BlackBerry Configuration Database issues fixed in this release

If the BlackBerry® Synchronization Service could not connect to the BlackBerry Configuration Database, the computer that hosted the BlackBerry Synchronization Service might have used more CPU resources than expected. (SDR 300344)

If you installed the BlackBerry® Enterprise Server on a Japanese operating system, you could not start the BlackBerry database notification system. (SDR 298246)

If you configured database mirroring for the BlackBerry Configuration Database in a high availability environment, and the principal BlackBerry Configuration Database instance failed over to the mirrored instance, you could no longer log in to the BlackBerry Administration Service. (SDR 213910)

If you were using the full recovery model, the size of the BlackBerry Configuration Database might have been larger than expected, and the transaction log file might have increased in size erratically. (SDR 211317)

You could not upgrade the BlackBerry Configuration Database with database replication turned on. (SDR 146177)

BlackBerry Configuration Panel issues fixed in this release

If you installed a BlackBerry® Collaboration Service instance on a remote computer, a shortcut for the BlackBerry Configuration Panel appeared in the Start menu but did not run when clicked. (SDR 308639)

If you installed the BlackBerry® Enterprise Server on a 64-bit operating system, you could not launch the BlackBerry Configuration Panel from the Windows® Control Panel. (SDR 297897)

The test attachment service feature was removed from the BlackBerry Configuration Panel. (SDR 296184)

If you used the BlackBerry Configuration Panel to configure the BlackBerry Enterprise Server to use dynamic ports, the registry was not updated. (SDR 293579)

If your organization's environment uses Windows Server® 2008, certain settings that you changed using the BlackBerry Configuration Panel (for example, log directory settings) were not applied unless you ran the BlackBerry Configuration Panel with administrator permissions. (SDR 284933)

BlackBerry Controller issues fixed in this release

You could not create memory dumps of the BlackBerry® Enterprise Server on a computer running Windows Server® 2008 using userdump.exe. (DT 403640)

In previous versions of the BlackBerry Enterprise Server, if a BlackBerry Messaging Agent stopped responding, the BlackBerry Controller tried to restart the BlackBerry Messaging Agent up to 10 times, and stopped trying to restart the BlackBerry Messaging Agent after a 24-hour period. In BlackBerry Enterprise Server 5.0, the limit was not reset when you performed a manual failover of the BlackBerry Messaging Agent. As a result, the BlackBerry Controller did not try to restart the BlackBerry Messaging Agent if 10 attempts had already been made in 24 hours. (SDR 301760)

If the BlackBerry Controller created multiple consecutive dumps on hung threads, the latest dump file overwrote the previous dump file if the latest file was created in the same minute as the previous dump file; the dump files were named based on the minute that they were created. (SDR 214488)

BlackBerry Desktop Software issues fixed in this release

When a user switched to another BlackBerry® device using the BlackBerry® Desktop Manager, message pre-population did not occur. (SDR 341566)

The BlackBerry Desktop Manager stopped responding if the user's auto-signature contained a "%" character. (SDR 300720)

When a user configured synchronization using the BlackBerry Desktop Manager 4.7, the BlackBerry Desktop Manager displayed the following message: "BlackBerry Desktop Manager has encountered a problem and needs to close". (CHD 361464)

BlackBerry Dispatcher issues fixed in this release

The APB engine looped if it was unable to write to a hard drive. As a result, a large amount of hard drive and CPU resources were used. (SDR 207982)

BlackBerry MDS Connection Service issues fixed in this release

Users could not update the chain status of certificates over the wireless network. BlackBerry® MDS Connection Service could not verify the signature of the certificate and users could not send S/MIME encrypted messages. (SDR 220951)

BlackBerry MDS Integration Service issues fixed in this release

In certain circumstances, the BlackBerry® MDS Integration Service stopped responding shortly after starting because the BlackBerry MDS Integration Service pool experienced a failure and could not failover successfully. (SDR 263253)

When you ran the mdsis-cluster-failure-recovery.bat tool after the BlackBerry MDS Integration Service pool stopped responding, the tool did not update the BlackBerry MDS Integration Service database and displayed the following error: "Exception in thread "main" java.lang.NoClassDefFoundError: Could not initialize class net.rim.wica.ag.base.log.AGLog." (DPI 225937)

If you prefixed log file names with double-byte characters, the log file name for BlackBerry MDS Integration Service was corrupted. (DPI 225264)

You could install a signed application on BlackBerry devices without adding the certificate to the BlackBerry MDS Integration Service if you scheduled the application installation to occur while the BlackBerry MDS Integration Service was configured to allow unsigned applications. (DPI 223758)

You could not log in to the BlackBerry MDS Application Console if the BlackBerry Configuration Database was configured for database mirroring and failed over using a non-default port number (1345). (DPI 223730)

In certain circumstances, after the BlackBerry® Enterprise Server failed over, the BlackBerry MDS Integration Service could not connect to the BlackBerry MDS Connection Service. As a result, you could not manage or install BlackBerry MDS Runtime Application on devices, and users could not search for BlackBerry MDS Runtime Application using the BlackBerry MDS Control Center on the device. (DPI 223697)

If you installed the BlackBerry MDS Integration Service with a BlackBerry Enterprise Server environment that supported high availability, and you selected support for database mirroring and the dynamic port type during the install, the BlackBerry MDS Integration Service did not start when the setup application completed. (DPI 223298)

When a user requested a list of available applications using the BlackBerry MDS Control Center on the device, if the application list that the BlackBerry MDS Integration Service sent to the BlackBerry MDS Connection Service was close in size to the maximum data amount permitted per connection that you configured for the BlackBerry MDS Connection Service, the BlackBerry MDS Connection Service might not have accepted the application list. (DPI 222584)

If you stopped the BlackBerry Configuration Database, the BlackBerry MDS Integration Service services did not stop. (DPI 222151)

In the BlackBerry MDS Application Console, if you switched between the user management page and the device management page multiple times in quick succession, the pages did not refresh correctly, and might have displayed incorrect user or device information. (DPI 222132)

On Windows Server® 2008 operating systems, in certain circumstances, a stack trace appeared in the BlackBerry MDS Integration Service log file when the BlackBerry MDS Runtime on devices tried to activate with the BlackBerry MDS Integration Service, and the BlackBerry MDS Runtime did not activate successfully. (DPI 222082)

If the BlackBerry MDS Integration Service received a response from a web service with empty or null strings in a string array, the BlackBerry MDS Integration Service dropped the empty and null strings, and in certain circumstances, turned the empty strings into null strings. (DPI 222080)

The BlackBerry MDS Integration Service 5.0 did not support the best-effort delivery mode for messages. (DPI 220428)

If you installed more than one BlackBerry MDS Integration Service to create a pool for high availability, the BlackBerry MDS Integration Service on the primary computer stopped responding. (DPI 202465)

After the BlackBerry Enterprise Server failed over, if users used the BlackBerry MDS Control Center on the device to search for BlackBerry MDS Runtime Applications that were stored in the BlackBerry MDS Application Repository, the search might not have returned any results. (DPI 219009)

If the state of a BlackBerry MDS Runtime Application was suspended, the BlackBerry MDS Integration Service stored this information in memory, but did not store this information in the BlackBerry MDS Integration Service database. This information did not display in the BlackBerry Administration Service or the BlackBerry MDS Application Console. (DPI 168992)

BlackBerry Messaging Agent issues fixed in this release

If the maximum number of events on a getEventsRequest was reached and no additional events were in the queue, the Novell® GroupWise® SOAP connector did not check for more events. (DT 562055)

A user could not reply to or forward an email message from the device if the email message was deleted from the Novell GroupWise email application. (DT 508569)

On the BlackBerry® Enterprise Server computer, if you did not set the date format within the Windows® regional settings to the dd/mm/yyyy format, the BlackBerry Messaging Agent did not complete the overnight email message and calendar reconciliation scans. (SDR 349276)

In certain circumstances, the BlackBerry Messaging Agent took longer than expected to synchronize events. (SDR 340449)

In certain circumstances, when the BlackBerry Messaging Agent encountered a COM error when synchronizing events, the BlackBerry Enterprise Server did not restart correctly. (SDR 340394)

After a user sent a message from a device and opened it on the Novell GroupWise email application, the message was moved from the Sent Items folder to the Mailbox folder on the sender's device. (SDR 336254)

You could not turn off the <confirm> tag for a BlackBerry Domain or for a BlackBerry Enterprise Server. (SDR 332633)

In certain circumstances, if a user added a contact using their device, the BlackBerry Messaging Agent wrote error messages to its log file and the contact information for the new contact was not updated in the Novell GroupWise email application. (SDR 318433, SDR 318494, SDR 350118)

If a user added text to an HTML message in the Novell GroupWise email application and then forwarded the message as an attachment to another user, the text that was added did not appear on the recipient's device. (SDR 314222, CHD 342222)

If UserDump software was running on the BlackBerry Enterprise Server when the BlackBerry Messaging Agent started each user, the BlackBerry Messaging Agent wrote an error message to its log file for every user account on the BlackBerry Enterprise Server. (SDR 308401)

In some circumstances, email messages that contained embedded HTML content were not processed by the BlackBerry Messaging Agent and were not delivered to users' devices. (SDR 306752)

The BlackBerry Messaging Agent wrote an error message to its log file when the BlackBerry Messaging Agent processed an organization contained within the user's Novell GroupWise address book. The BlackBerry Messaging Agent did not support organizations. (SDR 279348, CHD 315261)

After enterprise activation occurred, the device displayed any sent email messages that were synchronized to the device during email message prepopulation as regular email messages. (SDR 272483)

If you changed the casing of the POA name, the BlackBerry Enterprise Server assumed that user accounts had changed POAs and processed a POA move for affected user accounts. (SDR 242971)

If you changed the display name of a user, the BlackBerry Messaging Agent stopped responding and the user could not receive or send messages from the device. (SDR 218517)

When you configured the MbMailSyncPruneTime key to indicate the time that the BlackBerry Messaging Agent should synchronize events, the BlackBerry Messaging Agent did not run at the time that you indicated. (SDR 217168)

When the BlackBerry Messaging Agent performed a query, the BlackBerry Messaging Agent might have updated the query date to a past date. (SDR 212436)

If a user received a recurring meeting request and opened it on the device, the message was not marked as read in the user's Novell GroupWise email application. (SDR 208181)

If you tried to delete a user account from the BlackBerry Enterprise Server while the BlackBerry Enterprise Server did not have an active connection to the Novell GroupWise Post Office that stored the user account, the user account remained in a pending delete state and you could not fully delete or re-add the user account on the BlackBerry Enterprise Server until you restored the connection to the Novell GroupWise Post Office. (SDR 202265)

If a user turned off the "Create sent item to track information" option in the Novell GroupWise email application, an "Unlisted Message Error!" status notification appeared beside all sent messages on the user's device. (SDR 201548)

The BlackBerry Messaging Agent might have taken longer than expected to process messages due to SQL Server timeouts. (SDR 200708)

If a user received a meeting request and opened it on the device, an error in the event log for the BlackBerry Messaging Agent marked the meeting as read in the user's Novell GroupWise client (SDR 196408).

If you turned off a user account on Novell GroupWise, the user could still send and receive messages on the device. (SDR 187304)

The BlackBerry Messaging Agent could not synchronize updates to recurring calendar entries. (SDR 184978)

When a user was out of a wireless coverage area and then re-entered a wireless coverage area, the BlackBerry Messaging Agent might not have updated the users' coverage status correctly and might not have delivered messages to the user's device successfully. (SDR 184883)

If you turned off forwarding for sent messages, users continued to receive sent messages on their devices after the received messages were marked as read on the recipients' devices.(SDR 175726)

If a user received an email message on the device that displayed a list of recipients that was truncated by the BlackBerry Enterprise Server, there was no indication that the list of recipients had been truncated. (SDR 174792)

In certain circumstances, when the BlackBerry Messaging Agent attempted to process a "Get Mail" command, the BlackBerry Messaging Agent might have stopped responding. (SDR 161587)

Dual network cards might have caused the BlackBerry Enterprise Server to stop functioning correctly. (SDR 161041)

The BlackBerry Messaging Agent synchronized a user's organizer data over the wireless network even though you turned off organizer data synchronization for the user. (SDR 158958)

The BlackBerry Messaging Agent might have stopped responding and restarted multiple times while processing a large number of address book updates. (SDR 155744)

If you restarted the BlackBerry Messaging Agent while users' devices were being activated, calendar synchronization did not resume successfully after the BlackBerry Messaging Agent restarted. (SDR 145304)

When a user deleted a contact in the Novell GroupWise email application, the BlackBerry Enterprise Server did not delete the contact on the device, until it reconciled all contacts from the user's subscribed address book overnight. (SDR 128963, CHD 303785)

The default setting for the email filter was "Hold message" unless the "Forward message to device" was set to "True". (SDR 125472)

If a user's work email address changed, when the user replied to a message from the device and used the reply to all option, the user was added to the recipient list for the message. (SDR 115829)

In certain circumstances, the Novell GroupWise email application experienced performance issues when moving an email message. The BlackBerry Messaging Agent might have taken longer than expected to process over the air folder management commands. (SDR 113094)

If a user sent a message containing Korean text from the Novell GroupWise client, the message text did not display properly on devices that had the appropriate Korean language pack installed. (SDR 102784)

If the BlackBerry Messaging Agent did not process email messages for several hours and then processed a large number of email messages, the BlackBerry Messaging Agent did not send any messages for up to 20 minutes. (SDR 86194)

In certain circumstances, an embedded email message did not appear in an email message on the device, when the email message did not appear in the email message on the Novell GroupWise email application. This issue was resolved in Novell GroupWise 8.0 and later. (CHD 373688)

In BlackBerry Enterprise Server 4.1 SP3 to SP6, if you ran the BlackBerry Enterprise Server in OAPI mode and enabled embedded email messages, a BlackBerry device user might have received text that was part of another user's email message.

In BlackBerry Enterprise Server 5.0 SP1, this issue is resolved and embedded email messages are enabled by default. For more information, visit www.blackberry.com/btsc to read article KB12624. (DT 628054, SDR 117007)

BlackBerry Monitoring Service issues fixed in this release

If you restarted the BlackBerry® Enterprise Server or if the BlackBerry Enterprise Server failed over, users might have been identified by their user configuration IDs instead of by their user names in the alarm and messages details in the BlackBerry Monitoring Service. This issue might also have occured if the number of users exceeded the UserPollMax value. (SDR 307868)

If you edited a user's email address, the user's email address was updated in the User search and User details pages, but not in the Address list or Contacts pages. (SDR 307781)

Message timestamps were based on the timezone of the BlackBerry Monitoring Service database. As a result, the timestamps of certain messages might not have been consistent with the timestamps of the corresponding alarms. (SDR 307779)

If you installed the BlackBerry Monitoring Service on a computer with a Japanese operating system, notification messages displayed in Japanese in the BlackBerry Monitoring Service, but the notification message body did not display correctly when it was received in the mailbox on the recipient's computer and on the BlackBerry device. (SDR 303538)

If the BlackBerry Domain contained more than one BlackBerry Enterprise Server, the global user threshold shared the same server maintenance window even when users were assigned to different BlackBerry Enterprise Server instances. (SDR 303132)

If you cleared the temporary server maintenance window and tested the configuration settings, an exception error displayed and you could not test the configuration settings. (SDR 303005)

If you added more than 10 notification addresses, only the first 10 notification addresses were displayed in the BlackBerry Monitoring Service. (SDR 302972)

If you created more than 10 contacts, only the first 10 contacts displayed in the Contacts by contact name screen. All contacts displayed in the Contacts by server name screen. (SDR 302968)

After the BlackBerry Enterprise Server completed an automatic failover, the BlackBerry Dispatcher SRP connection alarm message displayed even though the corresponding threshold entered a pass state. (SDR 302891)

If you did not save the SMS settings, an error message was displayed when you tried to send a test SMS message to devices. (SDR 298222)

If you added a warning user threshold rule to a user account, the warning messages that were displayed in the alarm panel when the threshold was triggered were not cleared when you disabled the threshold rule from the rule level. (SDR 297695)

In certain circumstances, the BlackBerry Monitoring Service did not run a diagnostic test after the BlackBerry Configuration Database failed over. (SDR 294753)

The threshold alarm for a user account was cleared when you configured a threshold maintenance window for the current moment. (SDR 294689)

In certain circumstances, duplicate failover detected messages displayed for BlackBerry Enterprise Server components. (SDR 294505)

Alarm messages for a BlackBerry Enterprise Server environment that is not configured for high availability might use high availability terms such as failover and primary BlackBerry Enterprise Server. (SDR 294086)

When a standby BlackBerry Enterprise Server was unavailable, the BlackBerry Monitoring Service console displayed a critical alarm in the BlackBerry solution topology for the connection status of the Host component, but did not display a critical alarm in the Alarm panel. (SDR 293583)

In a high availability environment, when the primary BlackBerry Enterprise Server failed over to the standby BlackBerry Enterprise Server, the BlackBerry Monitoring Service console did not change the status of the failed over BlackBerry MDS Connection Service to standby. (SDR 290827)

When the alarm severity of a threshold for a data attribute of a device user that was in an alarm state changed, the Alarm panel in the BlackBerry Monitoring Service console might not have updated the alarm state for the threshold. (SDR 289828)

When you added an IP address and port number to send SNMP trap messages to a computer that was not part of your organization's network, the BlackBerry Monitoring Service did not add the port number correctly. The BlackBerry Monitoring Service added the port number to the IP address. (SDR 288671)

An exception error displayed when a user with only the View BlackBerry Monitoring Service information permission searched for user accounts. (SDR 286133)

When a threshold that included duration-based rules went from a fail state to a pass state, the BlackBerry Monitoring Service did not update the alarm state of the threshold in the BlackBerry Monitoring Service console. (SDR 286082)

When a device user sent a message to another device user, the BlackBerry Monitoring Service incremented the value for the number of messages from a device for the BlackBerry Dispatcher component by two instead of one. (SDR 285428)

The BlackBerry Monitoring Service console did not indicate the name of the collaboration client in the tree view. (SDR 176901)

BlackBerry Policy Service issues fixed in this release

In certain circumstances, the BlackBerry® Policy Service could take up to 12 hours to process work requests. (DT 391803)

In certain circumstances, the correct default language was not displayed on the Customize screen when a BlackBerry device user checked for BlackBerry® Device Software updates over the wireless network. (SDR 266801)

The BlackBerry® Enterprise Server did not support the "Is access to the media API allowed" application control policy (formerly known as Media Access application control policy), and the BlackBerry Administration Service did not display this application control policy. (SDR 175863)

If you restarted the BlackBerry Policy Service, the following data items did not return any values: Config ID, IT Policy Name, and IT Policy Time Applied. (SDR 168314)

BlackBerry Router issues fixed in this release

In certain circumstances, if you configured a proxy server or firewall, the BlackBerry® Router could not connect to the BlackBerry® Infrastructure after it stopped responding. (DT 112526)

If a Wi-Fi® enabled BlackBerry device was activated on the BlackBerry® Enterprise Server and the device was associated with a wireless access point, the BlackBerry Router wrote a warning message to the BlackBerry Router log file. (SDR 293136)

BlackBerry Synchronization Service issues fixed in this release

If the connection to the Microsoft® SQL Server® was lost, the DevMgmt Connector database connection pool could not initialize until you restarted the BlackBerry® Synchronization Service. (SDR 287389)

In certain circumstances, invalid log entries appeared in the BlackBerry Synchronization Service log file (for example, EventId: 0(0x00000000)). (SDR 219718)

BlackBerry Web Desktop Manager issues fixed in this release

When a user tried to log in to the BlackBerry® Web Desktop Manager, the user was prompted to install Adobe® Flash® Player if it was not already installed on the user's computer. Adobe Flash Player is not required to run the BlackBerry Web Desktop Manager. If the user did not choose to install Adobe Flash Player, the user could not log in to the BlackBerry Web Desktop Manager successfully. (SDR 301322)

Users might have encountered problems when logging in to the BlackBerry Web Desktop Manager if the administrator did not define an application network share using the BlackBerry Administration Service. (SDR 300192)

If a user configured data backup options and then performed a manual backup, the BlackBerry Web Desktop Manager used the automatic backup settings. (SDR 295738)

The BlackBerry Web Desktop Manager did not back up or restore a user's organizer data. (SDR 199524)

Logging issues fixed in this release

In the GWSC log, line 34117 showed an incorrect value for "Seconds ahead of BES." (DT 523103)

In certain circumstances, the Novell® GroupWise® Service Connector component stopped logging messages and wrote events to the Event Manager even though the component did not stop responding. (SDR 348496)

"Queuing" was spelled inconsistently across the BlackBerry® Enterprise Server component log files. Certain log files used "queuing" while other log files used "queueing". (SDR 293969)

The logging system might have stopped responding while reading the HKEY_PERFORMANCE_DATA value. The logging subsystem might have stopped responding if the BlackBerry Enterprise Server was not able to read the registry. (SDR 286202)

When you deleted a user from the BlackBerry Enterprise Server, the BlackBerry Enterprise Server called an incorrect logging function and the Novell GroupWise client logs displayed the word 'Exception'. (SDR 208656)

In certain circumstances, message-to-handheld transactions were not sent to users' BlackBerry devices, and overlap list log lines were repeatedly written to log files. (SDR 166571)

In certain circumstances, the disSysHealthSRPTotalSecondNotConnected value might have been higher than expected. The value should have been the total number of seconds the dispatcher server had not been connected to SRP. (SDR 152551)

During enterprise activation, the BlackBerry Messaging Agent wrote stack trace error messages to its log file. (SDR 96018)

The BlackBerry Messaging Agent wrote an exception to its log file when you updated an organization in the user directory even though no error had occured. (CHD 315251)

Organizer data synchronization issues fixed in this release

If you created a posted appointment and added a vCard attachment in the Novell® GroupWise® email application, the BlackBerry® Enterprise Server could not process the posted appointment and the Novell GroupWise client logs displayed an exception. (DT 348961)

If the "Email Reconciliation" option for On Conflicts in the Novell GroupWise email application was set to "Mailbox Wins", users could not file sent items using their device. (SDR 289972, CHD 369829)

If the connection between the BlackBerry Enterprise Server and the Microsoft® SQL Server® was lost, and the connection pool needed to be restarted, the BlackBerry® Device Manager Connector could not initialize until the BlackBerry Synchronization Service was restarted. (SDR 287389)

The user statistic "Synchronization message to" was reported even though the user account was not associated with a device. (SDR 284986)

In certain circumstances, if a user had a user account on a BlackBerry Enterprise Server that shared a database with another BlackBerry Enterprise Server of a different version and the user created new contacts on the device, the contacts did not appear in the Novell GroupWise email application. (SDR 279663)

In certain circumstances, if a user created an all day appointment using their device, the appointment might not have appeared correctly in the Novell GroupWise email application. (SDR 269497)

If a user enabled the "Return Notification" option for meeting responses, after enterprise activation occured and the user accepted a meeting request, the sender did not receive a meeting response from the user. (SDR 265000)

In certain circumstances, if you upgraded a BlackBerry Enterprise Server 4.1 SP4 to 4.1 SP6, or moved users from a BlackBerry Enterprise Server 4.1 SP4 to a BlackBerry Enterprise Server 4.1 SP6, old calendar entries and meeting requests were resent to users' devices. (SDR 254527)

If a user created a memo without a title using the Novell GroupWise email application, the memo did not appear on the device. (SDR 237005)

If a user added new organizer data while the BlackBerry Configuration Database was not responding, this organizer data was not synchronized to the user's device when you restarted the BlackBerry Configuration Database. (SDR 219721)

If a user opened an email message on their device, the entire email message was displayed instead of the message header only. (SDR 207449)

New contacts were saved in the Contacts folder even if a user specified a folder other than "Contacts" as the default. (SDR 197354)

In certain circumstances, after users made changes to contacts, the changes were not retained the next time the BlackBerry Enterprise Server synchronized the users' contact information. (SDR 121115)

If a user tentatively accepted a meeting request on the device, the meeting response was updated to "accepted" after the BlackBerry Enterprise Server synchronized the organizer data on the device. (SDR 116782)

It might have taken the BlackBerry Enterprise Server longer than expected to synchronize large address books to users' devices. (SDR 176356)

If a user created a recurring meeting request on their device and then tried to update the meeting request using the Novell GroupWise Client, the start time appears as 12:00 AM even if a user specified a different start time. (SDR 171127)

In certain circumstances, the BlackBerry Enterprise Server might not have detected a user's address book contacts, and deleted the user's existing address book contacts on the device. In a subsequent reconciliation, the BlackBerry Enterprise Server might have detected the user's address book contacts and synchronized them to the device. (SDR 154463)

If a user changed the duration of a calendar item using the device, the change might not have synchronized correctly to the Novell GroupWise client. (SDR 132082)

In certain circumstances, if a user created a daily recurring task using a device that supported start dates for tasks, the tasks might not have synchronized correctly to the Novell GroupWise email application. (SDR 105319)

When you upgraded the BlackBerry Enterprise Server and reactivated a device, the pre-existing contacts for the user were not synchronized to the user's device. (SDR 96362)

In the Hungarian version of Novell GroupWise, if a user added a contact that contained Unicode text in the Novell GroupWise email application or on their device, the Unicode text did not display correctly in the Novell GroupWise email application or on the device after the contact was synchronized to the Novell GroupWise email application and the device. (SDR 82978)

Performance issues fixed in this release

On Windows Server® 2008 (32-bit), BlackBerry® Enterprise Server performance counters did not display. (SDR 282023)

Security issues fixed in this release

If you removed a user account and reactivated it at a later time, the user could not complete the certificate enrollment process over the wireless network. The BlackBerry® Messaging Agent did not write any certificate enrollment related messages to its log file. (SDR 301794)

During certificate enrollment over the wireless network, if the certificate authority returned more than one certificate in the certificate chain, the BlackBerry device did not receive the certificates. The BlackBerry Synchronization Service wrote the following error message to the BlackBerry Synchronization Service log file: "Error Logging: DevMgmt.Configuration Channel::A-260-ERROR_VERIFICATION_FAILURE." (SDR 298237)

If you were performing RSA® certificate enrollment over the wireless network and the Certificate Administrator email address setting specified on the server did not match the case of the sender's email address in the notification email message, the certificate might not have been sent to the device. (SDR 265532)

When you enrolled certificates over the wireless network, if your organization's environment included a Microsoft® enterprise certificate authority that required Windows® authentication, the BlackBerry MDS Connection Service limited the password for the account to 14 characters. (SDR 208366)

Setup application issues fixed in this release

You could not upgrade to BlackBerry® Enterprise Server 5.0 or later if the BlackBerry Configuration Database included a reference to an instance of BlackBerry Enterprise Server 4.1 SP2 or earlier. (DT 105533)

When you installed the BlackBerry Configuration Database on a Microsoft® SQL Server® 2005 Express Edition, you had to provide the name of the database instance. (SDR 360086)

If you installed the BlackBerry Enterprise Server and specified "BAS" as the BlackBerry Enterprise Server name, the installation process stopped responding. (SDR 304750)

The BlackBerry Enterprise Server setup application stopped responding for a few minutes while installing the Microsoft® .NET framework on Windows Server® 2003 R2 SP2 (64-bit). (SDR 303134)

A warning was not displayed if you selected the wrong Microsoft SQL Server port type during the setup process. The services for the BlackBerry Administration Service (and all other Java® based services) could not run if you selected the wrong port type. (SDR 301989)

When you installed the BlackBerry Enterprise Server, created the BlackBerry Configuration Database, and did not install the BlackBerry Administration Service, at the Start Services dialog box, the setup application tried to prepare the non-existent BlackBerry Administration Service and stopped responding for a few minutes. (SDR 291494)

If you removed an existing BlackBerry MDS Integration Service and BlackBerry MDS Integration Service database, and you ran the setup application to install a new BlackBerry MDS Integration Service and BlackBerry MDS Integration Service database, a SQL Query error displayed when you clicked the Start Services button, and the installation process could not complete successfully. (SDR 281658)

On the Administration Settings screen, the SSL password that you specified had to contain a combination of letters and/or numbers, and could not contain any of the following special characters: exclamation mark (**!**), number sign (**#**), dollar sign ($), percent sign (%), caret (^), comma (,), ampersand (&), equal sign (=), apostrophe (‘), quotation mark (“), semi-colon (;), chevrons (<>), vertical bar (|). (SDR 281116)

If you used the setup application to remove a BlackBerry Monitoring Service that you installed on a computer that is separate from the computer that hosted the BlackBerry Enterprise Server, the removal process did not complete successfully. (SDR 277912)

Workaround: Remove the BlackBerry Monitoring Service using Add or Remove Programs.

When upgrading from BlackBerry Enterprise Server 4.1 SP6 to BlackBerry Enterprise Server 5.0 or later, in certain circumstances, conflicts could occur between the user entries in the ITPolicyKeyMapping and UserConfig database tables. These conflicts prevented the upgrade from completing successfully. (SDR 265332)

If you installed a BlackBerry Enterprise Server on the same computer as the BlackBerry Collaboration Service, and then you installed another instance of the BlackBerry Collaboration Service on the same computer without starting the first BlackBerry Collaboration Service instance, the second BlackBerry Collaboration Service instance overwrote the information of the first BlackBerry Collaboration Service instance in the BlackBerry Configuration Database. (SDR 249701)

Workaround: Start the BlackBerry Collaboration Service instance before you install subsequent BlackBerry Collaboration Service instances on the same computer.

Wireless calendar synchronization issues fixed in this release

In certain circumstances, users could not accept an updated or rescheduled meeting invitation using their BlackBerry® devices if users had already accepted the original meeting invitation using their devices. (SDR 257261)

Calendar meetings might have been one hour behind between May 31 and August 31, 2009, in Pakistan and Morocco, as daylight saving time (DST) was introduced in these nations. (SDR 188415, SDR 185807, SDR 187706)

If a user created a recurring meeting or posted appointment on the device that started after 8:00pm, after the BlackBerry® Enterprise Server synchronized the calendar, all meeting instances except for the first instance appeared on the next day in the user's email application. (DT 817956)

Known issues

5

BlackBerry Administration Service known issues

In German, when you restart a BlackBerry® Enterprise Server, the BlackBerry Administration Service displays question marks (?) for the status. (DT 354723)

After you upgrade the BlackBerry Configuration Database, the user search page might take longer then expected to display. (DT 354697)

If the name of a public folder includes an underscore (_) and the public folder includes subfolders, the BlackBerry Administration Service displays the public folder twice (once with the underscore and once without the underscore). (DT 354629)

In certain circumstances (for example, when you prune the BlackBerry Configuration Database), you cannot add, remove, or update users on the BlackBerry Enterprise Server. (DT 265281)

Workaround: Restart the BlackBerry Dispatcher each time you add, remove, or update users.

When attempting to view resolved applications for a user account, in certain circumstances, the BlackBerry Administration Service displays an error message. (DT 262643)

Workaround: Try to view resolved applications for a second time.

In certain circumstances, the BlackBerry Monitoring Service cannot connect to the BlackBerry Administration Service due to a certificate error and writes the javax.net.ssl.SSLHandshakeException: "Received fatal alert: certificate_unknown error message to the log file" error message. (DT 220014)

If you use the BlackBerry Enterprise Trait Tool to set the UserHealthPercentage and ServerHealthPercentage traits, the BlackBerry Administration Service ignores the settings when displaying the status of health parameters. (DT 688995)

BlackBerry Attachment Service known issues

In certain circumstances, the BlackBerry® device does not display a Microsoft® PowerPoint® document correctly. (DT 91523, SDR 336357)

In a Windows Server® 2008 environment, the BlackBerry Attachment Service does not support .mp3 audio files on devices. In this environment, the BlackBerry Attachment Service does not support any audio file formats on BlackBerry® 7100 Series Series devices. (SDR 270220)

Workaround: Host the BlackBerry Attachment Service on a computer that uses Windows Server 2003 if you want the BlackBerry Attachment Service to support .mp3 audio files on BlackBerry devices and all audio formats on BlackBerry 7100 Series devices that support CDMA networks.

BlackBerry Client for use with Microsoft Office Communications Server 2007 known issues

On BlackBerry® devices with a trackball, if the user uses the trackball to scroll up after leaving the Custom Status screen, the option at the top of the screen is highlighted instead of the item above the item that was previously highlighted. (DT 347722)

BlackBerry Configuration Database known issues

If you use the user and server statistics in Microsoft® SQL Server®, performance issues might occur. (DT 399135, SDR 188502)

The BlackBerry® Configuration Panel permits you to change the Microsoft® Active Directory® domain name, which might cause conflicts with the Microsoft Active Directory information configured in the BlackBerry Administration Service if the Global Catalog Server Discovery field is not set to Automatic. (DT 316060)

BlackBerry Dispatcher known issues

In certain circumstances, the BlackBerry® Dispatcher removes user accounts and then re-adds them at a later time. (DT 403695)

BlackBerry MDS Connection Service known issues

When a user browses to web sites that contain Microsoft® PowerPoint® presentations, the browser on the BlackBerry® device might not display slides correctly. (DT 349191)

Workaround: On the computer that hosts the BlackBerry MDS Connection Service, in C:\Program Files\Research In Motion \BlackBerry Enterprise Server\MDS\Servers\instance\config, in the rimpublic.property file, add the following property: AsClientConfig.ChunkSizeKBytes=1024.

If you stop the BlackBerry MDS Connection Service, users' devices might be activated again over the wireless network. (SDR 133087)

BlackBerry MDS Integration Service known issues

If you schedule a job and restart the BlackBerry® Administration Service services, the scheduled jobs are removed. (DPI 225933)

Workaround: Reschedule the jobs after the BlackBerry Administration Service services restart.

In an environment that includes database mirroring, if the principal BlackBerry Configuration Database stops responding or is shut down, you cannot log in to the BlackBerry Administration Service, BlackBerry MDS Application Console, or BlackBerry Monitoring Service console. For more information, see http://blogs.msdn.com/psssql/archive/2008/12/31/sql-2005-jdbc-driver-and-database-mirroring.aspx. (DPI 225839)

In an environment that includes multiple BlackBerry MDS Connection Service instances, when activating a BlackBerry device, the device cannot activate with BlackBerry MDS Integration Service. (DPI 225235)

Workaround: Try activating the BlackBerry device again.

The BlackBerry MDS Application Console does not support languages other than English. (DPI 224878)

If you configured your BlackBerry® Enterprise Server environment to support high availability for the BlackBerry MDS Integration Service, the high availability page in the BlackBerry Administration Service might not display accurate information about the BlackBerry MDS Integration Service instances. (DPI 223533)

If a user uses a BlackBerry MDS Runtime Application that uses a Db Connector Plugin to retrieve data from a database server, when the user clicks "More" to view data that is displayed on multiple pages, data might not be returned and an "invalid request or session timed out" error message might display. (DPI 222098)

BlackBerry Messaging Agent known issues

After a BlackBerry® device user is moved from one POA to another, all the existing messages on the BlackBerry device are removed. (DT 887575)

In certain circumstances, the BlackBerry Messaging Agent writes an exception to its EventsDelete and EventsGet log files and events are not removed from the Novell® GroupWise® event queue. The BlackBerry Messaging Agent might take longer than expected to deliver email messages to the Novell GroupWise email application and BlackBerry devices. (DT 735790)

After the BlackBerry Messaging Agent is restarted, it does not check whether it failed to processes email messages before it was restarted. (DT 625131)

If a device user performed a remote search for email from a device, only exact matches to the search word were returned. For example, if a user performed a remote search on the word "test", email messages that contained the word "test2" were not returned. (DT 614082)

If you move a Novell GroupWise user account to another Post Office, the Novell GroupWise Web Services processes all previously queued events for the user account, which might impact BlackBerry® Enterprise Server performance. (DT 490771, SDR 187296)

If a meeting organizer sends a meeting update from a device, the recipients receive a cancellation message for the original meeting invitation. The meeting is deleted from the recipients' devices and email applications. The BlackBerry Enterprise Server does not synchronize the update or send an update message with the new information to recipients. (DT 488380)

Workaround: Instruct meeting organizers to update meeting invitations twice. After the first update, the meeting is cancelled. After the second update, the BlackBerry Enterprise Server correctly processes the meeting update.

If a device user has been out of a wireless coverage area for more than seven days, the Purge Pending Data packets command does not work. (DT 464655)

If a user creates a contact in the Novell GroupWise email application with a first name only and then performs a search for the contact from the device, the search will not return any results. (DT 449972)

Workaround: Ensure that contacts have both a first name and a last name.

When the BlackBerry Enterprise Server is installed on a Windows Server® 2008 server that has IPv6 enabled, the BlackBerry Messaging Agent might take longer than expected to deliver email messages to devices. (DT 441822)

Workaround: Disable IPv6 on the Windows Server 2008 server and reboot the BlackBerry Enterprise Server. For more information, see http://technet.microsoft.com/en-us/network/cc987595.aspx.

When the BlackBerry Messaging Agent does not use parameterized queries, SQL errors appear in the BlackBerry Messaging Agent log files. (DT 364571)

If you upgrade from BlackBerry Enterprise Server 4.1 SP4 and do not run the scripts included in KB16438, when a device travels out of a wireless coverage area and then travels back into a wireless coverage area, email messages that were delivered to the user's email account while the device was out of a wireless coverage area are not retrieved by the BlackBerry Messaging Agent. (DT 356253)

In certain circumstances, the BlackBerry Messaging Agent does not add folders for folder redirection. (DT 291272, SDR 296116, 231891)

A recurring task created using a device is marked as complete, but is not synchronized with the Novell GroupWise email application. (DT 253037)

If a user adds a note to a contact in the user directory on the Novell GroupWise email application, the device creates all day events for the contact. (SDR 263416)

The BlackBerry Enterprise Server does not support the Documents folder. (SDR 232110)

When a user specifies, in the Novell GroupWise email application, that messages must be forwarded as attachments, HTML email messages do not display correctly on the device. (SDR 209698)

If a user creates a new rule to link mail to a folder in the Novell GroupWise email application and a new message is updated in the linked folder, duplicate messages are sent to the user's device. This issue is related to Novell GroupWise issue #411581. (SDR 199727)

If you move users to a new messaging server, old messages are re-sent to users' devices. (SDR 150663)

In certain circumstances, if a user creates a recurring appointment that starts before Daylight Saving Time (DST) from a device that is set to GMT, and the email application on the user's computer is set to EST, the recurring appointment might not display at the correct time in the email application. (SDR 145205)

If a user has more than 4941 email folders, all user accounts on the same BlackBerry Enterprise Server cannot receive email messages until the user reduces their email folders to 4941 email folders or less and the BlackBerry Enterprise Server is restarted manually. (SDR 121445)

Workaround: Ensure that users do not exceed the limit of 4941 email folders.

If you run the BlackBerry Enterprise Server on Windows Server 2003 or Windows Server 2008 and you have not installed the hotfix in Microsoft® support article 979231, a memory leak causes the BlackBerry Enterprise Server to stop responding. (DT 503356)

Workaround: The following workarounds will reduce the memory leak considerably but not eliminate it.

- If you are running Windows Server 2003, upgrade to Windows Server 2008, visit http://support.microsoft.com/kb/979231 to install the hotfix, and disable SSL on the Novell GroupWise Post Office.
- If you are running Windows Server 2008, visit http://support.microsoft.com/kb/979231 to install the hotfix and disable SSL on the Novell GroupWise Post Office.

If you move a Novell GroupWise user account to another Post Office or Novell GroupWise Domain, the messages that were on the user's BlackBerry device before the move are deleted. (DT 887575)

BlackBerry Monitoring Service known issues

In certain circumstances, in the BlackBerry® Monitoring Service a user cannot sort messages by subject and messaging server mappings by component. (DT 375656)

In certain circumstances, if a user generates a user report that includes a standby BlackBerry® Enterprise Server, the BlackBerry Monitoring Service writes an error message to its log file. There is no functional impact. (DT 368750)

In certain circumstances, SMS notification messages are not sent to users' BlackBerry devices due to a large number of error messages written in the BlackBerry Monitoring Service log file. (DT 339753)

After you configure a user time-based threshold, the BlackBerry Monitoring Service writes error messages to the BBMS-DCS log file. (DT 317931)

In certain circumstances, an error message is displayed when you try to log into the BlackBerry Monitoring Service. (DT 315939)

Workaround: Remove the bas-config.properties file from the root directory.

When a user logs into the BlackBerry device dashboard and the device is in a different timezone from the BlackBerry Monitoring Service, the start and end dated of the certificate do not match and the user cannot connect to the BlackBerry Monitoring Service. (DT 132363)

In certain circumstances, a time-based component threshold triggers immediately after you set the threshold. (SDR 298777)

When you perform a ping test from the BlackBerry Monitoring Service console for a device that is connected to the BlackBerry Enterprise Server using a Wi-Fi® connection, the ping test fails. (SDR 291862)

If you delete a threshold for a user or component data item that is in an alarm state, the alarm clears but a pass notification is not sent. As a result, an incorrect Fail message displays for a data item that is no longer in a failed state. (SDR 280608)

BlackBerry Policy Service known issues

If you move a user account from BlackBerry® Enterprise Server 4.1 SP6 to 5.0 SP1 using the BlackBerry Enterprise Transporter, the BlackBerry Policy Service might not be able to regenerate encryption keys and the device might not be able to send or receive data. For more information, visit www.blackberry.com/btsc to read KB24329. (DT 681797)

Workaround: Perform one of the following actions:

- Instruct the user to regenerate encryption keys on the device.

- Reactivate the device.

The BlackBerry Enterprise Server returns out-of-office messages when a user sends a duress message from a BlackBerry device. (DT 263970)

BlackBerry Web Desktop Manager known issues

If a user selects Save multiple times in quick succession in the Contact folders page in the BlackBerry® Web Desktop Manager, the BlackBerry Web Desktop Manager stops responding. Workaround: Select Save once and wait until the "Contact folder saved successfully" message appears. If required, select Save again. (DT 745477)

Logging known issues

SQL deadlocks appear in the BlackBerry® Messaging Agent log files. (DT 485329, SDR 203138, SDR 201853)

The location of each user's Tasks should be listed as each user's mail file in the BlackBerry Messaging Agent log file, but instead the location is blank in the BlackBerry Messaging Agent log file. (DT 401077, SDR 301360)

You cannot configure the logging for the BlackBerry Mail Store Service. (DT 235409)

The log files for the BlackBerry Mail Store Service are automatically deleted after 14 days. (DT 231153)

Workaround: In the Windows® registry, change the DebugLogMaxDailyFileAge value for the BlackBerry Mail Store Service.

On a computer that hosts a BlackBerry Administration Service, the BlackBerry® MDS Application Console might lock the log file for the BlackBerry MDS Application Console and the log file cannot be archived or removed. (DT 187802)

The BlackBerry Messaging Agent log file does not indicate the reason why an enterprise activation did not complete successfully. (SDR 304091)

Organizer data synchronization known issues

If a device user creates a daily recurring appointment on the device, the last instance of the appointment does not appear in the Novell® GroupWise® email application. This issue is related to Novell GroupWise issue # 566395. (DT 539384)

If a user creates a contact in the Novell GroupWise email application with a first name only, the first name of the contact appears as the both first name and the last name on the user's device. (DT 361020)

If you set the On Conflicts option on the BlackBerry® device to "Mailbox Wins" for memos, tasks, and contacts, the Novell GroupWise email application does not always override the device during synchronization conflicts. If you set the On Conflicts option on the device to "Handheld Wins" for email messages, the device does not always override the Novell GroupWise email application during synchronization conflicts. (DT 235097)

If you configure the BlackBerry® Enterprise Server to use Daylight Saving Time (DST) and add a new user account before DST ends, email messages, appointments, and tasks cannot be received on the user's device for one hour during the time change to DST. (SDR 122796)

Security known issues

In certain circumstances, if a user performs RSA® certificate enrollment over the wireless network, the certificate will not be sent to the BlackBerry® device. (DT 374481)

If the out-of-office notification for the duress notification address is turned on, a device unlocked during duress receives an out-of-office reply. (DT 263970)

Administrators are unable to change the password for the key store file that permits the BlackBerry MDS Connection Service to accept HTTPS connections from push applications. (DT 224771)

The Certificate Status Cache Timeout IT policy rule is obsolete and does not apply to any device. (DT 108261)

Setup application known issues

After you upgrade to BlackBerry® Enterprise Server 5.0 SP1, the setup application does not remove registry settings for previous versions of the BlackBerry Enterprise Server from the Windows® registry. (DT 451864)

Workaround: Manually delete the registry settings for previous versions of the BlackBerry Enterprise Server.

The setup application cannot successfully install the Microsoft® SQL Server® 2005 Express Edition on a computer that runs Windows Server® 2008 64-bit. (DT 395794)

Workaround: Install the Microsoft SQL Server 2008 Express Edition.

The setup application does not display an error message if there is a mismatch between ports selected by the Microsoft SQL Server and BlackBerry Enterprise Server. (DT 391897)

If you run the setup application from a command window, the setup application displays some error messages in the command window instead of writing them to the log files. For example, the setup application displays the following error message in the command window: "An error occurred while processing item 1: 0X80041002 Class, instance, or property 'Win32_PerfFormattedData_BlackBerryServer_WMIObjects' was not found." (DT 326466)

When the setup application tries to install Microsoft SQL Server 2005 Express Edition on a computer that hosts an MSDE with an MSDE instance named "BlackBerry", the setup application stops responding. (DT 315437)

During the installation process, if you choose to install the BlackBerry Enterprise Server in a non-default location, the setup application cannot create the key store for the BlackBerry MDS Integration Service. (DT 313541)

Workaround:

1. Close the setup application.
2. Create the C:\Program Files\Research In Motion\BlackBerry Enterprise Server\MDS\webserver path.
3. Restart the setup application.

After you install two BlackBerry Enterprise Server instances for high availability, if you install a BlackBerry Router on another computer, the setup application does not show any addresses in the Console addresses window. (DT 263430)

When you install a BlackBerry Enterprise Server component remotely, and run the setup application again to remove the BlackBerry Enterprise Server component and install BlackBerry MDS Integration Service, the setup application displays the "WMI Performance Reverse Adapter has stopped working" error message. (DT 256893)

In the setup application, in the Database options screen, the name for the **Use a Microsoft® SQL Server® database** option should be **Use a Microsoft® SQL Server® database on a remote computer**. (DT 233462)

If you set up database mirroring before installing the BlackBerry Enterprise Server, with the principal database server as a named instance using a dynamic port, and the mirrored database server as a default instance using a dynamic port, the setup application will not accept the database mirroring settings. (DT 216738)

If you update the version of Java® on a computer and then install BlackBerry Enterprise Server components on the computer, Japanese web sites might not display correctly on BlackBerry devices. (DT 120302)

Workaround:

1. Uninstall Java.
2. In the installation files, navigate to the tools directory.

3. Double-click jre-6u15-windows-i586.exe and follow the prompts to install the appropriate version of Java.

If you configure your organization's environment for high availability, the setup application permits you to install different instant messaging environments for the primary and standby BlackBerry Enterprise Server instances. This configuration is not supported by the BlackBerry Enterprise Server. (SDR 280876)

Wireless calendar synchronization known issues

If a user selects "Delete Prior" to remove unaccepted meeting requests from the BlackBerry® device, if an unaccepted meeting request is moved to a different folder in the Novell® GroupWise® email application, an updated meeting request is sent to the device.

Workaround: Delete each meeting request on the device instead of using the "Delete Prior" option. (DT 621291)

In certain circumstances, meetings are deleted from the BlackBerry device during calendar reconciliation and reappear after a subsequent calendar reconciliation. (DT 611656)

If a user accepts a meeting request on a BlackBerry device, the meeting response appears as "tentative" on the device after the BlackBerry® Enterprise Server synchronizes the organizer data on the device. (DT 606413)

When a BlackBerry device user creates a recurring meeting on a device, each instance of the meeting after the first instance appears a day earlier in the Novell GroupWise email application than it appears on the device. (DT 849226)

When a BlackBerry device user creates a recurring monthly meeting on a device and does not select the Relative Date option, and the first instance of the meeting is on the 30th day of a month with only 30 days, each instance of the meeting that occurs in a month with 31 days appears on the 31st day in the Novell GroupWise email application and the 30th day on the device. (DT 850575)

If calendar notifications are not enabled in the Novell GroupWise email application for a BlackBerry device user, and the user creates on the device a recurring weekly meeting starting on the following day and continuing for four months, and an invitee deletes the fourth instance of the meeting, the fourth instance still appears in the invitee's email application. (DT 442311)

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